



"Where the elite eat in their bare feet!"
Tybee Island, GA

P.O. Box 1600 Tybee Island, GA 31328 (912)786-9857 Fax (912)786-9019
www.thecrabshack.com

GROUP RESERVATION INFORMATION: WHAT YOU NEED TO KNOW!

(Effective as of: 04-01-09)

Ample parking for Motor Coaches, Trolleys, and Tour Busses:

During the reservation process, we will provide parking information based on the number of vehicles needed to transport your group. If necessary, we will have staff available to direct parking for your group.

There is no deposit required for Licensed Tour Companies or Motor Coach Operators.

If you are not reserving on behalf of a licensed Tour Company, a deposit is required to reserve space. We require a deposit based on the number of guests for which you reserve and you will be required to pay for that number of guests, even if they do not attend. Deposits vary based on the number of guests for whom you reserve and your meal selection. You will be charged \$25.00 for each no-show. That will be deducted from your deposit and the balance of the deposit will be applied to your final food and beverage check. Once you confirm a reservation by payment of the deposit, we cannot reduce the number of guests you guarantee, so be certain of your guest list before you make a firm reservation. You may pay the balance due by cash, or any major credit card. Your deposit is not refundable unless you notify us of cancellation of your event not later than 30 days prior to your event date in writing; or, unless an Act of God prevents our performance. (fire, hurricane, etc.) We cannot accept credit cards for deposits or guarantees. Your deposit should be payable to The Crab Shack, mailed to P.O. Box 1600- Tybee Island, Georgia 31328. Your reservation is NOT guaranteed until we have received the required deposit and confirmed receipt in writing.

Private Space for 80 or more guests:

If you guarantee the purchase of at least 80 entrees, you may reserve "private space" provided the date and time you wish to reserve is still available. Children's meals such as pizzas and hot dogs do not count in the 80 meals guaranteed. There is no cost to reserve the space other than the cost of food and beverage, plus applicable Georgia sales tax and 20% gratuity. An entree for the purpose of your guarantee is a meal equal in value to the most expensive entree you provide for your guests. We will require a deposit to be determined by the final reservation arrangements. This must be made by check payable to "The Crab Shack, P.O. Box 1600, Tybee Island, Georgia 31328". You will be charged \$20.00 per person for each "no-show" on your final food and beverage check and the balance of our deposit applied to the final bill.

Reservations for fewer than 80 guests:

We do not normally accept reservations for fewer than 30 guests.

One Check Reservations:

However, if the date and time you wish to reserve is available, we are happy to accommodate requests for reservations between 20-30. For less than 80 guests you will not be guaranteed exclusive use of any area. Your guests will all be seated in the same area so that you are "together". There is no cost to reserve space other than the cost of food and beverage, plus applicable Georgia sales tax and 20% gratuity. Often, depending on the time of year, you may find your group seated "exclusively" depending on the level of business in the restaurant at that date and time. If you do make a reservation for 20-30 guests, we require a deposit by check to hold your space. It is non refundable unless you notify us of cancellation 30 days in advance in writing. The deposit for groups of 20-30 is \$300.00. This must be paid by Check, payable to The Crab Shack, P.O. Box 1600, Tybee Island, Georgia 31328. You will be charged \$25.00 per person for each no show, and the balance of your deposit will then be applied to the food and beverage portion of your meal tab. You may then pay the balance by cash, or any major credit card.

Separate Check Reservations:

If your reservation is for 20-30 guests who are paying by separate checks, we will deduct from the deposit \$25.00 for each person not attending, and then return the balance of deposit, if any, to you. Groups requiring separate checks will need to allow additional time for your visit with us. We are happy to accommodate "separate check" requests, but separate checks will require more time for the check out procedure for your

group than a one-check event.

ALL RESERVATIONS:

All guests with reservations will be seated under cover. If your preference is "outside", we will make every effort to seat your group on our newly covered "Gator Party Deck". If you wish "inside" seating, we will make every effort to seat your group in our screened and covered "Party Shack". Due to our heavy business patterns, and the outdoor nature of our restaurant, final seating for your group will be left to the discretion of our management...understanding that YOUR comfort and pleasure is first in our mind. We want you to be happy, but we must utilize our limited space for reserved seating to the best advantage of all our guests. Therefore, final seating – whether on the Gator Party Deck, or in the Party Shack will be determined by our management.

FOOD AND BEVERAGE:

Prices for food and beverage, no matter the size of your group are those prices in effect at the time you book your party. Prices are shown on our on-line menu. These prices may change without notice, but before you book, you will know exactly what you will be paying if there has been any price change from those shown on-line.

FOOD:

You may select your food and beverage from our menu which appears on our website at www.thecrabshack.com

There are two options:

1. Allow your guests to order from our menu upon their arrival, or
2. Pre-select an item or items you wish to offer your guests. We will prepare a special menu (listing up to 4 entrees and 2 apps of your choice) to present your guests (without prices) from which they may order.
3. No food may be brought in other than a cake appropriate to the occasion.

BEVERAGES:

All beverages are additional. Soft beverages are offered with free refills.

Alcoholic beverage prices are based on consumption. We do not offer a "per head" price for alcoholic beverages, and we do not offer drinks by "tickets". You may offer your guests a full bar which you host and pay for or you may offer a cash bar with each guest paying for his or her own alcohol.

You may offer wine by the glass, or you may purchase bottles of wine from which your guests may pour. We have a wide variety and great selection of wines on our menu. If you prefer to bring in wine, it must be opened by our bartender and brought to your table by our servers. There is a \$10.00 per bottle corkage charge.

All beer is served in bottles. We do not have pitchers of beer or kegs.

No matter the nature of your event or your customs, we do not serve alcohol to anyone younger than 21 years old and you must provide ID if asked. We do NOT serve non-alcoholic frozen drinks at any time.

FREQUENTLY ASKED QUESTIONS:

May we come in early and decorate?

You may bring in whatever table decorations you wish when you arrive for your party, but unless it is a holiday party or unless the party takes place between October 15th and March 1st, decorating is not possible.

May we bring a cake early in the day?

We cannot be responsible for tiered cakes, or cakes that must be constructed on site. A sheet cake may be delivered up to two hours prior to your event.

How long may we use the space?

If your reservation is for Private space with 80 or more entrees, you may stay up to 3 hours, with the understanding that you must vacate the space at our closing time which is 10PM every night except Friday and Saturday, when we close at 11PM.

If your group is fewer than 80, you should feel free to relax and enjoy your guests, the meal and our ambiance. But, realize also, that we may have other guests who've reserved space after you. This is always handled on a case-by-case basis. You should ask about this a day or so in advance of your event so you'll

know.

What about vegetarians in my group?

The only vegetables we offer are corn, potatoes and cole slaw. If you require vegetarian fare or vegan fare, we must know THREE weeks in advance. The cost to provide such meals is \$25.00 per person, plus tax and gratuity.

What about seafood allergies?

For guests with allergies to seafood, or religious preferences that prohibit consumption of seafood, we offer Chicken, Pork Ribs, and Barbecue Pork. Refer to our on-line menu to make your choices.

What is the deposit for a reservation?

See references above for reservation information. All deposits are non refundable. Bonafide tour groups are not required to provide advance deposits.

How do I pay you?

We accept MasterCard and Visa, American Express, Discover or Cash. We will accept a company check provided it is imprinted with all the company information and made payable for the exact amount of your party. We cannot issue "cash" back, so the check must be for the exact amount.

What if some of my guests don't plan to eat?

Because we do not charge a room rental, we do require one entrée purchase for each guest in your group.

When do you need a final head count?

For scheduling purposes, we must have a final head count – as close as possible – two weeks before your event. Once you book and give us a figure, you do not need to re-confirm unless your number of guests changes drastically – up or down.

When do you need menu selections?

We need your menu selections at the time you book your event and confirm the reservation so we can provide an amount for your deposit for the guarantee. Changes are allowed up to two weeks before your event, but we must have your menu choices to book a firm reservation for you. After your event is finalized, it's not possible to change your menu choices. All details about reservations, menus, and other arrangements, MUST be in writing.

Our staff cannot quote prices by phone , or in person, and we cannot make arrangements by phone. An e-mail Monday through Thursday will normally be answered with 48 hours and no more than 72 hours. E-mails on Friday, Saturday or Sunday may not be answered until the following Monday or Tuesday because our offices are closed on those on weekends.

The Gratuity is added but may I tip my server(s) more?

It is perfectly acceptable to tip your servers any additional amount you wish if you feel their service enhanced your experience and that of your guests.

May I request a certain server or bartender?

If you have a favorite, every effort will be made to accommodate such requests, but we cannot guarantee a particular server or bartender.

May I bring my own music to play?

Our in-house system is set to play throughout the entire restaurant and property. It is not possible to use customer provided recorded music.

May I hire a band, combo or deejay?

If you have a private function, it is sometimes possible to provide entertainment for your guests. This is handled on a case-by-case basis, depending on the time of season, time of day, and space available. ALL music must be at a decibel level that does not create a nuisance for our residential neighbors who surround our property. If entertainment provided by you results in complaints, clowering the volume to acceptable levels will be required. One musician who works very well in our environment and provides music compatible with The Crab Shack experience is Savannah Steve <http://www.savannahsteve.com> There can be no music after 10PM on ANY night.

How long will you hold my reservation, if all or some of my guests are late arriving?

We can hold reserved seating for up to 15 minutes of your booking time. After 15 minutes, your space may be offered to other diners if required due to levels of business. It is important that you and your guests arrive on time so you don't lose your reserved status.

How do I find out if the date/time I want to reserve are available?

Group reservations should be booked as far in advance as possible.

From October through March 1st, we can be flexible, but we never take "day of" reservations. We request a minimum of two weeks' notice to reserve party space at this time of year. From March 1st through October 1st, it is vital that you book early so you are not disappointed. We never take "day of" reservations and we cannot accommodate reservations during the summer months made less than 2 weeks in advance.

The very quickest way to reserve space or inquire to e-mail crabshackparty@gmail.com.

ONE staff member handles all bookings and the party calendar and reservations to ensure we have no double bookings or errors. All parties are booked only IN WRITING, all arrangements are confirmed only IN WRITING.

Our staff cannot quote prices by phone, or in person, and we cannot make arrangements by phone. An e-mail Monday through Thursday will normally be answered with 48 hours and no more than 72 hours. E-mails on Friday, Saturday or Sunday may not be answered until the following Monday or Tuesday because our offices are closed on those on weekends.

Now that I've made my decisions, how do I book a party?

We ONLY book parties by e-mail. This ensures that everything discussed and planned is perfectly implemented because every detail is in writing!

If you do not receive an answer to your initial inquiry by e-mail within 72 hours after you send it, feel free to phone **1-866-789-CRAB** and give your name, your e-mail address and your phone number. (this will help in case your e-mail is captured by our spam filters)

No reservation is considered FIRM unless it is in writing, complete with menu selections and all details clearly listed, so e-mail is definitely the way to go. Snail mail is WAAAY too slow! And, as stated, no group reservations are taken or arranged by telephone. Written details allow all managers to access your group's information so there's no slip up between reservation and implementation.

OUR THANKS FOR YOUR BUSINESS!

Thank you for considering The Crab Shack for your special function. We realize you have many other options and we appreciate your business. Our restaurant is the perfect place for many events where a "less-formal" approach is desired. The Crab Shack is a great place for strangers to meet and leave as friends!